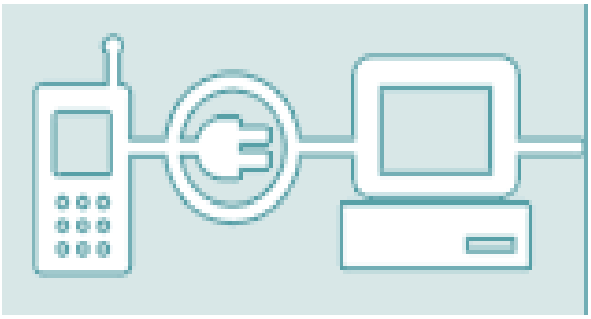
MOTOROLA

Motorola Software Update User's Guide

Version 3.0



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overview

Motorola Software Update keeps your device operating at peak performance by giving you the latest software available at any time. The tool is easy to use, fast, convenient, and secure. All you need is a PC, access to the Internet, and a USB cable.

personal information & third-party applications

Motorola Software Update will prompt you if a backup and restore of your device is warranted.

personal data on your device

Personal data includes your phonebook, datebook, multimedia files, messages, screensavers, and wallpapers. If required, Motorola Software Update temporarily backs up this data to your PC, automatically restores the data to your device, and then deletes the information from your PC when the update is complete.

Important: During the software update, your personal data is **never** transmitted to or received by Motorola.

backup & restore

Motorola Software Update can preserve your data in two ways: by keeping your data intact during the update; or by backing up the data and restoring it after the update. This process depends on which product that you own. You will know if a backup and restore is required for your device if you see the prompt **Save personal information?** before the update begins. If you do not see this prompt, Motorola Software Update is able to update your device and leave your data untouched.

Important: Some devices may not support saving of any of your personal data. If you own one of these products, Motorola Software Update gives you several warnings before starting the update. You can cancel the update during those warning messages. If you still want to update your device, you can back up your data manually, and restore it after the update. For more information about manually backing up data, see "How do I back up my personal data on my own?" on page 16.

third-party media & applications on your device

Third-party media includes downloaded applications, ringtones, music, pictures, games, videos, and other independently copyrighted material. If this media is DRM-protected, it may or may not be preserved after the update. See "DRM-protected content" on page 3 for more information.

Other non-protected media files (music, images, videos, on so on) will be restored after the update is complete. However, the non-protected applications, such as games and other programs, may need to be re-downloaded and installed after the update is complete.

DRM-protected content

DRM (Digital Rights Management) is a system to protect copyrighted digital media from unauthorized users. This content normally includes music, videos, ringtones, images, etc. DRM content on your device is frequently denoted by a lock icon or symbol.

Motorola Software Update cannot always preserve the DRM content that you have purchased and stored on your device. Preserving this content depends on the type of product that you own. If your product requires a backup and restore of your personal data, you will lose access to your DRM content after the update is complete. You will be warned prior to update if a backup and restore is needed if you see **Save personal information?** on the screen. At this point in the update process, you may cancel the update and exit the tool if you do not want to lose access to your DRM-protected data.

specifications

This table includes requirements and recommendations for installing and using Motorola Software Update on your PC.

Note: Specifications are subject to change.

Operating systems	**Supported:** PC with Microsoft® Windows®, including • Microsoft Windows 2000 (with Service Pack 4 or later) • Windows XP (with Service Pack 2 or later) • Microsoft Windows Vista, 32-bit and 64-bit (with Service Pack 1 or later) • Microsoft Windows 7, 32-bit and 64-bit **Not supported:** • Macintosh® • any other operating system
Hardware requirements	• Available PC storage space of at least 250 MB • Available USB port on your PC (USB 1.1 or later) • USB cable for connecting the device to your PC **Note:** The type of USB cable you need depends on your device. See "obtaining a USB data cable" on page 20 for details
Software requirements	For **Windows Mobile®** devices only: install these programs on your PC before using Motorola Software Update • Windows Vista Users: Windows Mobile Device Center, version 6.1 or later, via the link below. www.microsoft.com/windowsmobile/devicecenter.mspx • Windows 2000/XP Users: ActiveSync, version 4.5 or later **Note:** The ActiveSync CD was shipped in the box with your phone Please consult the quick reference guide that also came with the device for instructions about installing ActiveSync.
Browser requirements	**Supported:** Microsoft Internet Explorer (version 6 or later) **Not Supported:** Firefox, Chrome, Safari, or Web browsers other than Internet Explorer

Network or broadband connection requirements	• Internet connectivity • High-speed connection is recommended for optimal performance (cable, DSL, or ISDN)
Mobile Products Not Supported for the Update	• Non-Motorola devices • iDEN Motorola devices • Older Motorola devices (for example, StarTAC) **Note:** Visit http://www.motorola.com/update to determine if your device is supported.

installing Motorola Software Update

before installation

Be aware of the following information before you install Motorola Software Update:

- The language that Motorola Software Update uses is determined by the language setting of your Windows operating system. Make sure that the language that is set in your operating system is the same one that you want to use for Software Update. (From the Windows **Start** menu, open **Control Panel** and locate the setting for language.)
- Make sure that you have administrator privileges for the PC.

installation

Important: Do **not** connect the device to the PC before you install Motorola Software Update. You will be prompted to connect your device after the program is launched.

Step 1 On the PC, go to: http://www.motorola.com/update

Step 2 Select your country/region.

Step 3 Select your carrier (if applicable).

Step 4 Select your phone model.

Review any special instructions for updating your device before downloading the Motorola Software Update program.

Step 5 Select to download and install Motorola Software Update.

The welcome screen for the installation appears.

Step 6 Click **Next**.

Step 7 Accept the license agreement, and click **Next**.

Step 8 When the Confirm Installation screen appears, click **Next** to start the installation.

Step 9 When the final installation screen appears, choose whether or not you want to start Motorola Software Update immediately.

- To start Motorola Software Update immediately, keep the check mark in the check box and click **Finish**. See "updating your device" on page 7 for the steps.
- If you do not want to launch the program, the Update Manager program automatically opens to register your device for future update notifications. Click **Finish**.

updating your device

before the update

have these items before you start

- A USB port is available on the PC.
- An appropriate USB cable is available for connecting the device to the PC (see page 20 to determine what cable is compatible with your device).

Important: The battery for your device should be fully charged for a successful update.

as you use Motorola Software Update:

- Motorola Software Update requires an internet connection in order to update your device.
- Motorola Software Update takes approximately 10 to 30 minutes, depending on your device, and/or the amount of user content on your device.
- Motorola Software Update informs you when an update is not currently available for your device. You may check back periodically for updates by relaunching the program, or you may register your device to receive automatic update notifications. See the **Update Manager** for more information.
- You can open the Help file at anytime during the update process by clicking **?** at the top of the screen.
- The device must remain connected to the PC during the entire software update process.
- You will not be able to receive or make calls during the software update process (including emergency calls).

update the device

If you start Motorola Software Update immediately after installation, you are already connected to the Internet and the welcome screen opens automatically. Start with step 3. Otherwise start with step 1.

Step 1 On the PC, select **Start** > **Programs** > **Motorola** > **Motorola Software Update**.

The welcome screen appears.

Step 2 Connect the device to the PC with the USB cable.

The Software Update screen appears.

Step 3 Accept the license agreement terms and click **Next**.

Step 4 Motorola Software Update indicates whether a software update is available.

- If no software update is available, click **Exit**. At this point, you have the option to register your device for future update notifications if you haven't done so already.
- If a software update is available, and if prompted, make sure that there is a check mark in the **Save personal information?** check box (recommended). See "personal data on your device" on page 2 for more information. Click **Next** to proceed with the update.

Note: After this step, do not exit Motorola Software Update. Exiting interferes with the update process.

Step 5 When Motorola Software Update is complete, disconnect the device from the PC.

Step 6 Click **Exit**.

perform a same software update

In some cases, you can update your device with its existing software version. Same software update allows you to restore your device to factory default settings. Motorola Software Update will notify you if a same software update is available for your product. Keep in mind that the rules for saving personal data still apply for a same software update. See "personal data on your device" on page 2 for more information.

receive automatic notices of available updates

If you register your device with the Motorola Update Manager, it automatically notifies you of software updates for your device without requiring your device to be connected to your PC. When an update is available, a message appears in your PC's taskbar, allowing you to start the update for your device.

Notes:

- In registering your device, no personal data is ever transmitted to or received by Motorola.
- The Motorola Update Manager does not support Android™ devices and can't send automatic notices of available updates.

register your device

You can manually register your device as follows:

Step 1 Launch the Motorola Update Manager program by selecting **Start** > **Programs** > **Motorola** > **Motorola Update Manager**.

Step 2 From the main menu, select **Register a Device for Updates**.

The Device Registration Wizard starts.

Step 3 Connect your device to the PC using a USB cable.

Note: If your device is already connected to the PC and is being used by another program, save any work in those other programs and close them. Your device will be automatically disconnected from other programs during the registration process.

Step 4 When prompted, name your device. Choose a name to personalize your update notifications and identify your device from others that may be registered to the same PC.

Step 5 Click **Next** to complete the registration.

Note: To register more than one device, first disconnect the first device from the PC before registering another one.

receive update notifications

When an update becomes available for your device, a notification appears in your PC's taskbar. Your device does not need to be connected to the PC. You need to connect your device when registering it or performing the software update.

Step 1 Click on the notification to view the details of the update and launch the update program to begin updating your device.

Step 2 If you miss a reminder, click on the Motorola Software Update icon in the taskbar to launch the program at a later time. Or, launch the Update Manager by clicking **Start** > **Programs** > **Motorola** > **Motorola Update Manager**.

Important: You can update only devices that are within the warranty period. If you receive an update notification for your device, you should do the update at your earliest convenience to ensure you can still receive the update.

The Motorola Software Update icon remains in your taskbar as long as an update is available for your device. If you do not want to update your device, you can unregister it to stop notifications.

manage your registered devices

The Motorola Update Manager allows you to view further information related to your device. You can unregister a device, rename a device, or view your device's warranty status.

unregister a device:

Step 1 Launch the Motorola Update Manager by clicking **Start** > **Programs** > **Motorola** > **Motorola Update Manager**.

Step 2 Click **Manage Registered Devices**.

A device list appears with product details, including serial number, your personalized device name, and warranty status.

Step 3 Click on the device name, then click **Unregister**.

rename a device:

Step 1 Launch the Motorola Update Manager by clicking **Start** > **Programs** > **Motorola** > **Motorola Update Manager**.

Step 2 Click **Manage Registered Devices**.

A device list appears with product details, including serial number, your personalized device name, and warranty status.

Step 3 Double-click the device you want to rename.

Step 4 Type the new name and press **Enter**.

FAQ

The frequently asked questions (FAQ) fall into these categories:

- general
- how to
- installation
- troubleshooting

general

What is Motorola Software Update?

Motorola Software Update is a tool that will allow Motorola consumers to update the software on their devices by offering the most up-to-date software available for their carrier market.

Why do I need to update my device?

Updating your device software will provide your device with the most up-to-date software available for your carrier market. As mobile devices become increasingly useful, they also become more complex. Motorola regularly finds way to improve software performance, and Motorola Software Update lets you take advantage of those improvements in a convenient way.

How often do I need to update my device?

The frequency of updates will vary. You can check back periodically for updates, or you can register your device for automatic update notifications.

What will this update fix?

Motorola Software Update will provide your device with the most up-to-date software available for your carrier market. Changes to the device depend on the update received. Different updates address different aspects of your device's operation. There is no way to know in advance where Motorola will find opportunities to improve your device's performance.

Will I lose all my stored information?

See "personal data on your device" on page 2 for more information.

Can I use Bluetooth®?

No, you cannot perform a software update via Bluetooth at this time.

I have a Windows Mobile device. Do I need to install anything else to perform an update?

Windows Mobile products require Active Sync or Windows Mobile Device Center to be installed in order for Motorola Software Update to connect to your device. Please see "specifications" on page 4 for more information.

How do I purchase a cable?

Please visit www.motorola.com, select your country/region, select **Accessories**, and then select the **Chargers and Adapters** category.

Is my SIM needed or required?

Yes. If you are using a product that uses a SIM card, your SIM is required to be in your device during the update.

Will I lose my pictures, ringtones, or games?

You may or may not lose this data depending on if that data is DRM-protected content. See "personal data on your device" on page 2 for more information.

I bought my device abroad. Will it still work?

Motorola Software Update supports many devices. Please visit Motorola Software Update Web site at www.motorola.com/update to determine if your device is supported.

Where do I go to get Motorola Software Update?

You can find Motorola Software Update at www.motorola.com/update .

Who do I contact to get further assistance?

Contact customer service for assistance. Go to Motorola Software Update Web site at www.motorola.com/update , select your country/region, and then select **Contact Us**.

Am I losing any features by doing this update?

No. Motorola Software Update does not take away features from your device. Please note, that depending on your device, you may lose third-party applications and files that you have purchased. See "personal data on your device" on page 2 for more information.

What if Motorola Software Update is not available for my carrier or device?

Motorola Software Update supports many devices. Please visit the Motorola Software Update Web site at www.motorola.com/update to determine if your device is supported.

Can I get a software update from my service or retail shop?

Yes. Software updates can be obtained locally. However, Motorola Software Update offers the convenience of updating your software from your own home or office.

Can I update more than one device at one time?

No. Software Updates should be performed on only one device at a time.

Can I go back to my previous software version?

No. Motorola Software Update will not allow you to go back to your previous version of software.

Can I update my device to change my carrier?

No. You cannot change your carrier with Motorola Software Update.

I have an issue on my device. Will the update fix this issue?

It may, depending on the issue. We recommend that you try Motorola Software Update because it will provide the latest available software for your device. If your issue continues, please contact your local service center.

How long does it take to update my device

The update process takes approximately 10 to 30 minutes depending on your device and/or the amount of user content on your device.

Can I use Motorola Software Update to change carriers or to change information that is specific to my carrier?

No.

Will Motorola Software Update lock or unlock my device?

If you have created your own lock code for your device (to prevent access from users other than yourself) or if it is SIM Locked, you must first unlock the device or disable the SIM PIN in order for Motorola Software Update to access it and perform the update.

If your device is Subsidy Locked, Motorola Software Update will be able to update your device. If your device has had this Subsidy Lock removed or unlocked, it may be returned to a locked state after the update depending on your service provider.

Will software updates speed up the response time or improve the performance on my device?

It may. Motorola Software Update will provide your device with the most up-to-date software available for your carrier market. Feature gains depend on the update received.

Does Motorola Software Update preserve my data?

See "personal data on your device" on page 2 for more information.

I was told that my device was not in warranty but I know I have purchased it within the warranty period. What can I do?

You can get additional support on the our site: www.motorola.com/support. Select your country/region, select **All FAQs** on the left hand panel, and then do an FAQ search for "Warranty Review".

I was notified of an update for my device but the Update Manager no longer shows that the update is available. Why?

Motorola Software Update can only update devices that are within the warranty period. If your device's warranty has expired, it cannot update your device. You can check your device's warranty status by going to **Start** > **Programs** > **Motorola** > **Motorola Update Manager** and selecting **Manage Registered Devices**.

Can I purchase an extended warranty for my device?

Motorola does not offer extended warranties at this time. Please visit www.motorola.com/support for more information about service or repair for your device.

What is Motorola's warranty policy?

You can view Motorola's Warranty Policy online: www.motorola.com/support.

During the update, do I need to follow the information shown on my device display?

No. You can ignore all device display information during the update. Please follow the steps in the Motorola Software Update program during the update.

how to

How do I back up my data?

See "updating your device" on page 7.

How do I connect my device?

See "updating your device" on page 7.

Where or how do I plug the cable into the PC?

See "updating your device" on page 7.

How do I register my device for updates?

See "receive automatic notices of available updates" on page 9.

How to do unregister my devices?

See "manage your registered devices" on page 10.

I receive many notifications to update my device, but I prefer not to update. How do I stop the notifications?

You can unregister your device if you no longer want to receive notifications. Also note that you can update your device even if it is not registered by launching Motorola Software Update from the **Start** Menu.

My device is out of warranty and cannot be updated. How can I get an update?

Motorola cannot update devices that are out of warranty. If you are experiencing problems with your device, you can visit Motorola's support site for more information at www.motorola.com/support.

How do I back up my personal data on my own?

If your device does not support and data preservation during the update, you can perform the following steps to back up your data manually.

1. On your device, select **Settings** > **USB Memory Device** mode or **USB Mass Storage** mode.

2. Connect your device to your PC using the USB cable.

3. On your PC, start Windows Explorer.

4. Locate the two Removable Disk items under "Devices with Removable Storage". (Your device has two memory locations, so there are two items.) Under those two items, look for your personal data listed in folders such as: Music, Pictures, Videos, and Documents.

5. Drag and drop your personal data to a folder of your choice on your PC.

After the update, you can move your personal data from your PC back to your device in a similar manner.

6.You may now start the software update.

installation

What is a USB driver?

A USB driver is software that allows a PC to communicate with a USB compatible device, such as your mobile phone.

Where do I get the USB drivers?

USB drivers are part of the installation package. All necessary USB drivers for any Motorola device will be included in the installation package.

How do I install the USB drivers?

The USB drivers for your device are installed automatically with the Motorola Software Update program.

How much hard disk space do I need to have available on my PC?

At least 250 MB is needed for Motorola Software Update to run and perform the update on your device.

troubleshooting

I lost my Internet connection. What do I do now?

Contact your Internet Service Provider to verify and restore your Internet connection. After your connection is restored, continue with the software update using Motorola Software Update. If you removed the device from the PC, reconnect the device and restart the update process.

I performed the update but now my device doesn't work. What do I do?

Does the device have power? If so, reconnect to Motorola Software Update and perform another software update. If the device still does not start up, remove the battery, and then simultaneously press and hold the each the #, *, and Power keys while inserting the battery into the device. If successful, a black screen appears. Reconnect to Motorola Software Update using the USB cable and follow the prompts.

Why am I unable to install the software on my PC?

See "specifications" on page 4.

Why did Motorola Software Update install in a different language other than the language for my country?

The language that Motorola Software Update uses is determined by the language setting of your Windows operating system. Change the language setting in the operating system to the language that you want and then re-execute Motorola Software Update.

A power failure occurred while I was installing or updating. What do I do?

Restart the PC, reconnect to Motorola Software Update, connect the device, and follow the instructions on the screen.

I updated my device but now all my data is lost. How do I get it back?

If you chose to save your personal data, reconnect your device to Motorola Software Update. It should restore your data automatically. Otherwise, if you chose to not save your personal data when the update was offered, you will not be able to restore your data.

Note: The **Save Personal Information?** option is selected by default.

Motorola Software Update doesn't recognize my device, possibly due to a bad connection. What should I do?

Disconnect the device from the USB, turn it off, turn it on again, and then reconnect to Motorola Software Update. Also, please ensure that not more than one Motorola product is connected to your PC during the update.

My device is recognized, but there is no new software. Do I find it somewhere else?

The Motorola server always has the latest software update information for every Motorola device. You do not need to check elsewhere for an update. You can check back periodically for future updates or register your device to be notified of future software updates.

Now that I have updated my software, I have a new problem. What do I do?

Please consult the Motorola Software Update Web site at www.motorola.com/update for further instructions.

My device is displaying a "flex" error message. What is this? What do I do?

Please consult the Motorola Software Update Web site at www.motorola.com/update for further instructions.

Why did my device not turn on after I updated the software?

A problem might have occurred during the software update. Perform the software update again. If this does not resolve the problem, please consult Motorola Software Update Web site at www.motorola.com/update for further instructions.

Do I need to go to a Motorola Authorized Service Center to have my device working again?

A problem might have occurred during the software update. Perform the software update again. If this does not resolve the problem, please consult Motorola Software Update Web site at www.motorola.com/update for further instructions.

What should I do if I don't have an Internet connection?

Motorola Software Update requires an Internet connection to communicate with the server to request the latest firmware for your Motorola device. Please locate another PC that has a high-speed connection to the Internet.

Firewall issues, what should I do?

If you experience firewall issues, please configure the proxy authentication settings in Internet Explorer. To open Proxy Settings, click **Start** > **Internet Explorer** > **Tools** > **Internet Options** > **LAN Settings**. A dialog box opens in which you can enter Proxy Server (Host, Port), Username and Password.

Note: You *must* uncheck **Use automatic configuration script** in order to complete the update. Motorola recommends contacting your PC administrator to understand the impact of unchecking this box.

I connected my phone or device to the USB, but the software update program does not recognize it. What should I do?

Check these items:
— Your device is on.
— Your device's battery is fully charged.
— There is not more than one Motorola device connected to the PC using a USB cable. If so, please connect only the device you want to update.

If the device is still not detected, please perform these steps:

1. Disconnect the device and then restart it.

2. Select **Main Menu** > **Settings** > **Connections** > **USB Setting** > **Modem**.

Depending on your device, this setting may also be called "Data" or "Data Connection" within your USB Settings or Connections menu. Please consult your user's guide for the appropriate PC connection setting.

3. Reconnect your device to the PC via your USB cable.

4. Wait for approximately 30 seconds and your device will connect.

I received a connection failure message while attempting to register my device. What can I do?

Please ensure the following:
— There is only one mobile device connected to your PC with a USB cable.
— Your device is powered on.

If this does not solve the problem, see the previous question in this FAQ.

The Motorola Update Manager says that my device is invalid. Why?

The Motorola Update Manager cannot properly determine your device's serial number to perform an update.

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service & support

resources

Visit the Motorola Software Update Web site at www.motorola.com/update for information and assistance. Additional FAQs will be published on the site as they become available.

obtaining a USB data cable

Use the following steps to determine what USB cable is compatible with your device and to obtain a USB cable.

Step 1 Go to the following Web site:
www.motorola.com

Step 2 Select the **Accessories** tab.

Step 3 Select **Chargers and Adapters** for more information on obtaining a USB cable.

glossary

Bluetooth®	Bluetooth is an open standard for short-range radio transmission for transferring data between computers and computer devices. The Bluetooth range limitation is approximately 30 feet (9 meters). Bluetooth technology is designed to replace cables by transmitting data at a special frequency to a Bluetooth receiver, which then relays the information to the computer or computer device. You cannot perform Motorola Software Update via Bluetooth at this time.
cable connection	A cable connection is a type of high-speed Internet connection that uses cable television lines.
DRM (Digital Rights Management)	DRM is a system that protects copyrights. Typically, DRM provides this protection by encrypting data so that only authorized users can access that data. Motorola Software Update removes DRM data from the device and this data is not restored during the update.
DSL (Digital Subscriber Line) connection	DSL is a type of high-speed Internet connection that is always on. DSL provides direct connection from a telephone switching station to a home or office.
ISDN (Integrated Services Digital Network) connection	ISDN is an international communications standard for sending data over telephone lines (such as voice, video, and data files).
MPT (Motorola Phone Tools)	MPT is the Motorola method for sharing information in a device with a PC. When you use MPT, you can place and receive calls; send and receive email messages and SMS; synchronize your phonebooks and calendars; and add, create, and modify ringtones.
SIM (Subscription Identity Module)	A SIM is the module inside a mobile device that encrypts voice and data transmissions. It also stores personal data about the user that is used for authentication purposes.

SMS (Short Message Service)	SMS is a service for sending short text messages to mobile phones, fax machines, and IP addresses. The messages can be up to 160 alphanumeric characters long, and cannot contain images or graphics.
SVGA (Super Video Graphics Array)	SVGA is a set of graphics standards that offers a resolution of 800 by 600 pixels and a palette of 16 million colors.
USB (Universal Serial Bus)	USB is a data-transfer standard that supports data transfer rates of 12 Mbps (megabytes per second). USB ports are used to connect peripheral devices such as modems, keyboards, and other devices to a PC.
USB driver	A USB driver allows a PC (Windows 7, Windows Vista, Windows 2000, or Windows XP) to communicate with a USB device.

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